Bruhat Bengaluru Mahanagara Palike

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Tender Notification No: BBMP/2024-25/SE1192 Dated:17-01-2025

CORRIGENDUM

Sub: Provision of Call Center Services for eKhata Citizen HelpDesk Bruhat Bengaluru Mahanagara Palike.

Ref: Tender Notification No: BBMP/2024-25/SE1192, Dated:31-12-2024.

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Sl. No	Tender page No.	Tender Clause No.	Tender Clause	Tender clause Changed as
1	05	Section 3: Pre-Qualification Requirements Sl. No.1: Legal Entity	Legal Entity: The Bidder should be a Private Limited. And should have been operating for the last three years in India as on the date of publishing of RFP notice (including name change / impact of mergers or acquisitions).	The Bidder should be a registered company under the companies Act 2013 or to predecessors Act or a partnership firm under Indian partnership Act 1932. The entity should be operating for at least last three years in India as on date of publishing of this RFP (including name change/mergers/acquisition).
2	05	Section 3: Pre-Qualification Requirements Sl. No.2: Registration under OSP category with the DoT, Govt. of India	Registration under OSP category with the DoT, Govt. of India: Bidder must be registered with DoT, GoI	Examined and as per latest DoT guidelines, the registration for OSP with the DoT, Govt of India, requirement is relaxed as per the latest DoT Guidelines in this regard.
3	05	Section 3: Pre-Qualification Requirements Sl. No.5: Number of seats	Number of seats: The Bidder must be currently operating 300 or more seats for call center operations in Bangalore at the bidder's location on the date of bid submission.	The bidder must have everything operating (thirty) 30 seats or more as call centre operation in Bangalore at Bidders own location as on date of bid submission. The BBMP will do physical visit to confirm this as part of technical evaluation.

4	21	Section 11: Contract Validity	The contract period or validity will be for a period of 1 year as per this RFP. In case the service is satisfactory, BBMP reserves right to extend it to one more year on the same price and terms and conditions. However, BBMP reserves the right to terminate the contract at any-time as per this RFP.	The Tender award period of contract shall be Six Months rather than one year and extendable by two months more at discretion of the BBMP.

All other Tender conditions remain the same as per RFP Tender Document.

For further details visit GOK KPP Portal website https://kppp.karnataka.gov.in.

Issued as per the orders of the Special Commissioner (Revenue & IT)

Deputy Chief Information Officer-IT (A/c)
Bruhat Bengaluru Mahanagara Palike

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